Reporting and Analytics Aggregates Physical Data Model for a Microsoft SQL Server Database

Table AGT_BGS_SESSION_HOUR

5/11/2025

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Description

Introduced: 8.5.003

In partitioned databases, this table is not partitioned.

This disposition-based aggregate table provides a rollup of interactions associated with Bot Gateway Server (BGS) interactions.

Tip

- This document shows *table* information because it is more informative than *view* information. However, directly querying tables is not supported; perform your queries on views.

- This document shows the HOUR structure for each table, as an example. For each table, the same structure is used for SUBHR through YEAR views.

- Where referenced, IRF resources include:

    - Handling resources (such as self-service IVR ports, agents, or non-agent-associated DNs)

    - Mediation resources (such as a non-self-service IVR ports, voice treatment ports, ACD queues, routing points, and so forth) where the interaction ends in mediation before being distributed to a handling resource.

- *IRF* is an abbreviation for the INTERACTION_RESOURCE_FACT table.

- *MSF* is an abbreviation for the MEDIATION_SEGMENT_FACT table.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

> **Hint:** For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
AGR_SET_KEY	int			X	
DATE_TIME_KEY	int			X	-1
TENANT_KEY	int			X	-1
BGS_BOT_DIM_KEY	int			X	-1
BGS_BOT_NAME_DIM_KEY	int			X	-1
BGS_SESSION_DIM_KEY	int			X	-1
MEDIA_TYPE_KEY	int			X	-1
INITIATED	int				
FAILED	int				
CUSTOMER_TERMINATED	int				
REJECTED	int				
SESSION_TIME	int				
MESSAGES_SENT	int				
MESSAGES_RECEIVED	int				

AGR_SET_KEY

The surrogate key that is used to join this aggregate table to the AGR_SET table.

DATE_TIME_KEY

The surrogate key that is used to join this aggregate table to the DATE_TIME dimension table to identify the calendar date and 15-minute interval at which the caller's participation in the interaction began.

TENANT_KEY

The surrogate key that is used to join this aggregate table to the TENANT view to identify a specific tenant.

BGS_BOT_DIM_KEY

The surrogate key that is used to join the BGS_BOT dimension to the fact tables.

BGS_BOT_NAME_DIM_KEY

The surrogate key that is used to join the BGS_BOT_NAME dimension to the fact tables.

BGS_SESSION_DIM_KEY

The surrogate key that is used to join the BGS_SESSION dimension to the fact tables.

MEDIA_TYPE_KEY

The surrogate key that is used to join the MEDIA_TYPE dimension to the fact tables.

INITIATED

Indicates that the session was initiated.

FAILED

Indicates that the session was ended abnormally (due to some technical issue).

CUSTOMER_TERMINATED

Indicates that the session was terminated by the customer.

REJECTED

Indicates that the session was rejected to start.

SESSION_TIME

The duration, in seconds, of the ChatServer session.

MESSAGES_SENT

The total number of messages sent by a bot in the BGS session.

MESSAGES_RECEIVED

The total number of messages received by a bot in the BGS session.

Subject Areas

No subject area information available.